

The 8 C's of Customer Service

Courteous

- Welcome the customer
- Acknowledge his/her presence
- Use customer's name
- Make eye contact
- Smile
- Be polite and helpful
- End on a friendly note

Concise

- Respond quickly to questions and concerns
- Give short, to-the-point explanations
- Give concise instructions
- Explain delays
- Focus on business

Complete

- Answer questions fully
- Give complete instructions
- Complete each transaction
- Complete the documentation
- Take care of the details so the customer does not have to return

Concerned

- Give the customer full attention
- Take time to listen before responding
- Express empathy
- Be willing to explain until customer understands
- Know where to send customer additional help or information

Clear

- Speak clearly
- Don't use jargon
- Give precise, understandable instructions
- If necessary, and possible, use the customer's language
- Clarify with questions

Correct

- Give correct answers to questions
- Ask for help when needed
- Understand court policies and procedures so that they can be relayed accurately to the customer
- Give correct documents
- Enter data accurately
- Learn from mistakes

Clean

- Look well-groomed and dress appropriately
- Keep a clean, orderly, uncluttered work space.

Consistent

- Provide the same answer to similar questions
- Treat customers the same
- Keep a positive attitude regardless of the circumstances